

FAQs - Energy Crisis Fund - Voucher Scheme

- **What is the Energy Voucher scheme?**

The Energy Voucher Scheme is funded by the Energy Saving Trust via the Energy Crisis fund. It allows organisations to work in collaboration with fuel voucher providers to distribute fuel vouchers to families and individuals that are vulnerable and/or are suffering with fuel debt and poverty.

- **Who is eligible for vouchers and for how many?**

If a potential client does **NOT have a prepayment meter they are unfortunately ineligible** for this scheme as the vouchers are specifically for individuals that have use prepayment fuel. In this case, the client can then be referred on to the Energy 360 project. If there any issues with this, please do not hesitate to contact us.

Families that have been referred in to the project will be eligible for up to a maximum of three monthly vouchers (depending on availability). Each voucher holds a value of £49.

Single occupancy households that have been referred in to the project will also be eligible for up to a maximum of three monthly vouchers (depending on availability). Each voucher holds a value of £25.

- **Who can refer to the scheme?**

Only organisations can refer, no self-referrals will be accepted.

- **Why do we need ID and photos etc.?**

We want to ensure the vouchers reach the most vulnerable and need to minimize the risk of fraudulent applications, the information collected will be used to verify the legitimacy of the claim.

- **How do clients receive and use the vouchers?**

Once we receive the referral form we will conduct checks to ensure eligibility. The claim will then be uploaded on to the voucher provider's database. The voucher provider will then issue the vouchers directly to the beneficiaries. The client must be informed their personal information has been passed on and they should expect to receive the fuel vouchers via text message.

- **What if the client doesn't have a phone to receive a text message?**

If the client does not have a mobile phone, the vouchers can be sent to a family member that lives at the address specified on the referral form. Clients must consent to this and it must be clearly stated on the referral form.

- **Are the vouchers just for Gas?**

These fuel vouchers can be redeemed for either gas or electric (or a combination of the two) at the nearest Pay Point providers (usually a newsagent).

- **Can vouchers be used by other people, ie neighbours friends?**

Vouchers are non-transferrable and must only be used by beneficiaries at the address specified within the referral form.

Any suspected fraud will result in vouchers not being issued or cancelled (pending an investigation).

- **How long do the vouchers stay valid?**

Vouchers are valid for up to 28 days. After this the vouchers (and any remaining balance) will be inactive. Clients will not be issued a new voucher if they fail to use their voucher from the date of issue to the time of expiry.

- **GDPR and how will we use the client's data and long will we hold it for?**

We will not share data with 3rd parties other the voucher provider.

Data will only be held for the length of the project (three months).

How to complete the Referral Form?

- The form must only be completed by staff within the referring organisation.
- Organisations must complete all sections on the referral form.
- Once completed, the form and copies of ID** must be sent to Lancashire BME Network – office@lancashirebmenetwork.org.uk by email/or hard copy posted to:
Lancashire BME Network
Unit 412
Daisyfield Business Centre
Appleby Street
Blackburn
BB1 3BL
- Your client (voucher recipient) must indicate on the form that they give consent for their details to passed on to Lancashire BME Network for the purposes of this project. There is a consent section on the referral form which indicates this.

List of acceptable ID's-

- Passport
- Driving License
- Provisional Driver's License
- Other Photo ID